



NWS IT Support Services Contract

Briefing to the DOC
Acquisition Board

January 13, 2003

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NWS, Office of the CIO



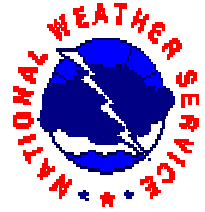
History



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- RDC awarded contract in 1989
 - Total Contract Ceiling NTE \$7,500,000
 - Approx \$1.5M /year
 - RSIS successfully competed for award in 1999
 - Total Contract Ceiling NTE \$25,000,000
 - Approx \$5.0M /year
 - Some staff have remained on contract to NWS since the early 1980's
 - Many task monitors span this lifecycle as well



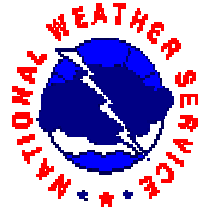
Contract Growth



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- NWS FTE have not increased since the Modernization
 - Contract support has enabled NWS to meet increasing IT Requirements due to
 - Improved technology
 - Internet “boom”
 - E-gov initiatives
 - Contract provides a fast, flexible vehicle for obtaining IT Talent for non-inherently government functions
 - Accommodates rapidly changing requirements effectively and efficiently



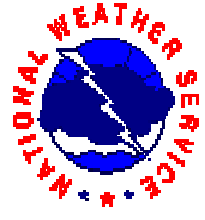
Contract Status



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- Contract expires March 2004
 - We will approach Contract Ceiling in Oct/Nov 2003 timeframe



NWS IT Support Services Overview



- The NWS IT Support Services Contract is a task order contract which provides support to NWS Headquarters, and NOAA, in the following major functional IT areas:
 - Software Development
 - Scientific/Technical Studies and Analysis
 - System Administration
 - Network Engineering & Maintenance
 - Helpdesk
 - Desktop and System Administration
 - IT Administrative Functions
 - Graphics & Multimedia
 - Oracle Development & Database Administration
- Tasks are funded at the sub-task level
 - Tasks are currently funded and budgeted to continue



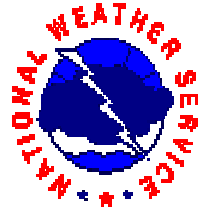
Market Research



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- October 2002
 - Posted Notice of Pending Request for Solutions on COMMITS Business Opportunities Page (BOP)
 - Solicited input from Vendors for comments on Performance Based Contracting & Metrics
 - November/December 2002
 - Conducted one-on-one meetings with 7 interested Vendors
 - January 2003
 - Industry Day to be conducted



Acquisition Strategy



- Single COMMITS Task Order
 - Subtasks perform individual work efforts
- COMMITS Functional Area:
 - Systems Operations & Management Support Services (SOM)
 - 32 SOM Vendors
- Indefinite Delivery, Indefinite Quantity
- Total contract term: 6 years
- Performance Based
- Flexible contract types per subtask to include:
 - Fixed Price
 - Cost Plus Incentive Fee
 - Cost Plus Fixed Fee



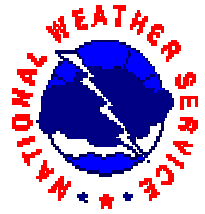
Acquisition Strategy



- Contracting Risks minimized through Performance Based Contracting
 - Contract-wide Metrics and Task-Specific Metrics
 - Incentives and Disincentives



Evaluation & Source Selection



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- NWS CIO – Source Selection Official
 - Best Value award considers
 - Technical/Management
 - Past performance
 - Price
 - Combined Technical/Management and Past Performance significantly more important than Price
 - Technical Evaluation Committee
 - Existing task monitors
 - IT professionals with contract experience



Project Management



- NOAA CO and NWS COTR manage overall contract effort
 - Cost control, Invoicing, Staffing, Subtask Administration
 - Monitor performance metrics
 - Review overall contract performance monthly
- NWS COTR – Barbara Brenkworth
 - 12 Years Contract Management Experience
 - Level II COTR Certification
 - 21 Years IT Experience
- Individual task monitors oversee subtask operations
 - Technical focus
 - Negotiate performance metrics & monitor results
 - Monthly status reports against performance measures



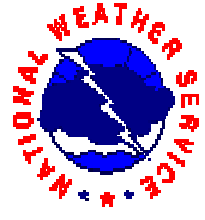
Performance Measures



Desired Outcomes <i>(What do we want to accomplish as the end result of this contract?)</i>	Required Service <i>(What task must be accomplished to give us the desired result?)</i>	Performance Standard <i>(What should the standards for completeness, reliability, accuracy, timeliness, quality and/or cost be?)</i>	Monitoring Method <i>(How will we determine that success has been achieved?)</i>
Effective Contract Management	Preparation of Project Plans & Schedules Provide Regular Status Reports for all active subtasks Identify and Hire Qualified Candidates Response to Requests from CO or COTR Resolve contractual problems in a timely & effective manner	Complete within 2 business days after receipt of new or revised project order Conduct briefings monthly and provide written report at briefing Staff on board within 15 days after opening identified Initial Response within 1 business day to requests Address problems and identify proposed resolution within 10 workdays after report from CO or COTR	Task Monitor reviews project plans COTR and CO review status report Review staffing reports monthly Review CO and COTR call logs Review problem tracking logs and resolution reports
Corporate Engagement	Corporate attendance at Performance Reviews Solicit feedback on overall contract performance	100% participation to include Program Manager and Corporate Representative Conduct quarterly progress briefings with COTR, Program Manager, and Corporate Representative	Review meeting attendance logs Review meeting logs



Sample Sub-Task Performance Measures



Help Desk

Desired Outcomes <i>(What do we want to accomplish as the end result of this contract?)</i>	Required Service <i>(What task must be accomplished to give us the desired result?)</i>	Performance Standard <i>(What should the standards for completeness, reliability, accuracy, timeliness, quality and/or cost be?)</i>	Monitoring Method <i>(How will we determine that success has been achieved?)</i>
Customers can reach a help desk specialist between 6:00 am and 6:00 pm Mon-Fri	Help Desk shall be adequately staffed, with a sufficient number of resources to handle incoming calls.	99% of call are answered on the customer's first attempt	Survey customers and evaluate feedback
Calls all answered promptly by help desk personnel	Help Desk shall be adequately staffed, with a sufficient number of resources to handle incoming calls.	Calls are answered within 1 ring or a voicemail may be left; calls are returned within 1 hour of receipt	Random sampling of call activities logs showing time of receipt of call and call return time
Time to resolve customer problems is as short as possible; need to dispatch personnel is minimized	Time to resolve problems is within timeframes established in the Service Level Agreement	96% of calls received are resolved within 1 business day	Random sampling of help desk logs showing time of receipt and closeout
Help desk personnel are courteous and efficient	Personnel answering telephones shall be courteous and shall accurately and efficiently log all incoming calls	No more than 2 complaints per month are received regarding courtesy or lost/late messages	Review customer survey results gathered on call basis



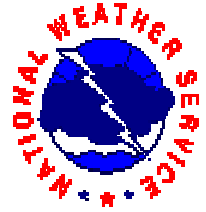
Incentives & Disincentives



- Incentives
 - Will be identified at subtask levels
 - Considering incentive and/or fixed fees
- Disincentives
 - Monetary at subtask level
 - Past Performance ratings at contract management level



Risk Management



- **Diverse Subtasks**
 - Establish performance measures for each subtask
 - Conduct monthly meetings to review performance
- **Contractor Staff Acquisition & Retention**
 - Require comprehensive staffing plan in proposal
- **New Contractor**
 - Require comprehensive transition plan in proposal



Schedule



Description	Schedule
Issue DPA	January 03
Solicitation Package Review Complete	February 03
Release Down Select Questions	February 03
Down Select Process Complete	February 03
Release Formal Request for Solutions	March 03
Proposals DUE	April 03
Technical Review of Proposals Complete	April 03
Conduct Oral Discussions	May 03
Final Contract Award	May 03



Summary



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- NWS Requests a Delegation of Procurement Authority to proceed with this effort
 - Contract Ceiling NTE \$42,000,000
 - 6 year contract
 - Estimate \$7,000,000 ceiling per year